

Abstract

A system is provided for routing telephone calls between at least first and second groups of call-handling stations. A dialer is configured to automatically place telephone calls. Once the call is placed, the dialer routes the call to a first-level hunt group. The first-level hunt group searches for an available first-level call-handling station and routes the call to the available first-level call-handling station. Once the first-level call-handling station establishes contact with the right-party, the first-level call-handling station sends a routing signal to the dialer. The dialer then routes the call to a second-level hunt group, which searches for an available second-level call-handling station. Then the second-level hunt group routes the call to the available second-level call-handling station. The first and second-level call-handling station may be at locations separate from each other.

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